Vodafone Hosted Services

Getting started

User guide

power to you

Welcome.

Vodafone Hosted Services has been designed to make it as easy as possible to keep control over your website and email, saving you time as well as money. Whether you just want to set up a new name for your website and email address, or run a serious online e-business.

And because it's so flexible, the service can grow as your company grows, adding on new features and services only when you need them. We've included a lot of free goodies like applications, design tools and templates to help you do more already.

To get started, just follow the steps in this guide. You can either print it out, or keep it open in your PDF viewer or browser.

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getting started

Before you can get started using Vodafone Hosted Services you will need to have already purchased a domain name, and have signed up for your chosen Vodafone Hosted Services hosting and email packages.

If you haven't already done this please see Dealing with domains in this guide, then go to the online Domain and email packages guide which will take you through the process.

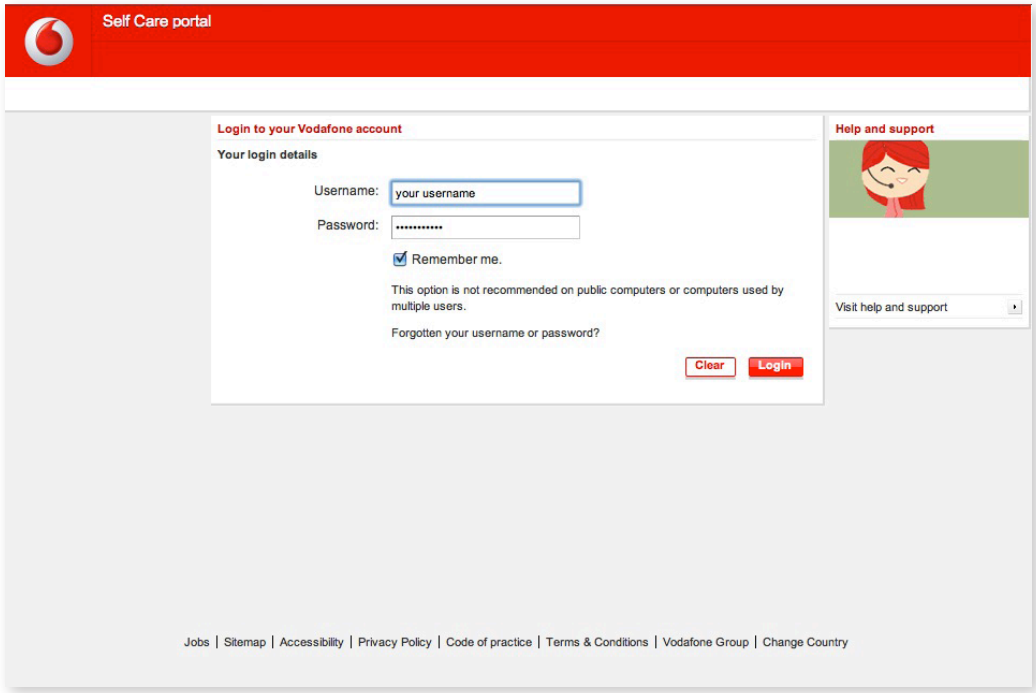
When you first start the service, there is a quick set up process that you need to complete. You won't have to do this again. Here are the details that you need to have at hand to get you up and running:

- a record of the Hosted Services packages you have purchased
- a list of domain names you already own
- any email addresses you already have, or wish to use
- any email alias you would like to use
- easy to remember passwords
- your DNS settings[1].

[1] DNS settings are the Domain Name Server settings, which you use if you already have your own domain name set up on another service.

You can either get these from your existing service provider, or use our migration tools to automate the transfer of your domain name or website to Vodafone Hosted Services.

login screen


Self Care portal
Login to your Vodafone account
Your login details
Username:
your username
Password:
Remember me.
This option is not recommended on public computers or computers used by multiple users.
Forgotten your username or password?
Clear
Login
Help and support
Visit help and support
Jobs | Sitemap | Accessibility | Privacy Policy | Code of practice | Terms & Conditions | Vodafone Group | Change Country

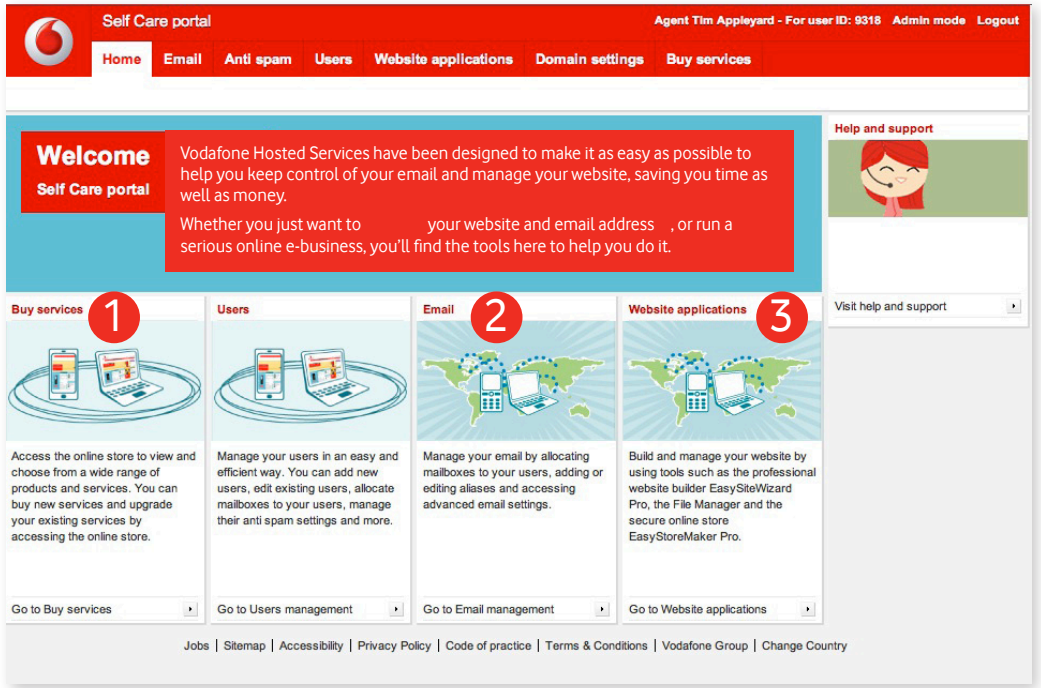
To activate your account, log into http://admin.vfgroupdemo.com with your primary username and password. This will take you to the Vodafone Hosted Services main portal.

You should already have your username and password, as they will have been sent to you in the Welcome letter or email. If you don't have a username or password, please contact your Vodafone representative.

You can change the password after you first login.

After you've registered with the service, you'll only need to Login in the future.

the main portal


Self Care portal
Agent Tim Appleyard - For user ID: 9318 Admin mode Logout
Home
Email
Anti spam
Users
Website applications
Domain settings
Buy services
Welcome
Self Care portal
Vodafone Hosted Services have been designed to make it as easy as possible to help you keep control of your email and manage your website, saving you time as well as money.
Whether you just want to your website and email address , or run a serious online e-business, you'll find the tools here to help you do it.
Help and support
Visit help and support
Buy services
1
Access the online store to view and choose from a wide range of products and services. You can buy new services and upgrade your existing services by accessing the online store.
Go to Buy services
Users
Manage your users in an easy and efficient way. You can add new users, edit existing users, allocate mailboxes to your users, manage their anti spam settings and more.
Go to Users management
Email
2
Manage your email by allocating mailboxes to your users, adding or editing aliases and accessing advanced email settings.
Go to Email management
Website applications
3
Build and manage your website by using tools such as the professional website builder EasySiteWizard Pro, the File Manager and the secure online store EasyStoreMaker Pro.
Go to Website applications
Jobs | Sitemap | Accessibility | Privacy Policy | Code of practice | Terms & Conditions | Vodafone Group | Change Country

The Vodafone Hosted Services portal is where you set up and manage all your email and web hosting. You can also manage your domains, and buy new services and upgrades.

Start using the portal

To get you started we suggest you navigate the portal in the following order to be up and running as quick as possible:

1 first you need to assign your domain name to your hosting package

2 then create your email[1] and user accounts

3 finally, use the website applications to manage or build your website.

If for any reason you need additional support, then please visit the Help and support section on the portal. This includes telephone numbers if you'd prefer to talk to someone.

[1] If you have only recently registered a domain name, it may take some time before it is available to use for email addresses.

assigning your domain

If you have already bought or transferred a domain to Vodafone Hosted Services, you need to assign it to your hosting package.

This is because you can have many different domain names, and more than one hosting package.

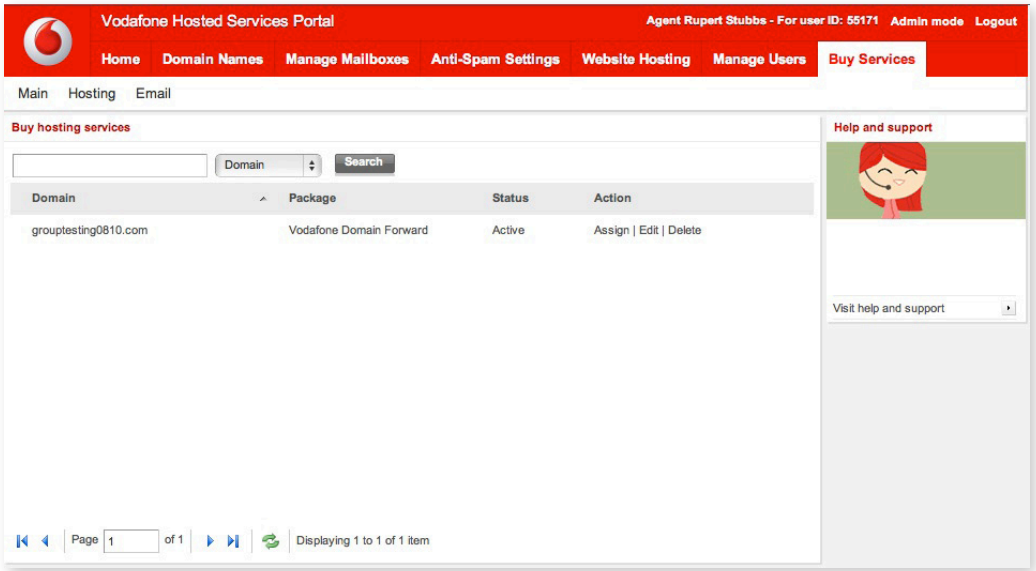
- if you haven't yet bought a domain name, or want to keep an existing domain without transferring it to Vodafone Hosted Services, see Dealing with domains on the next page.

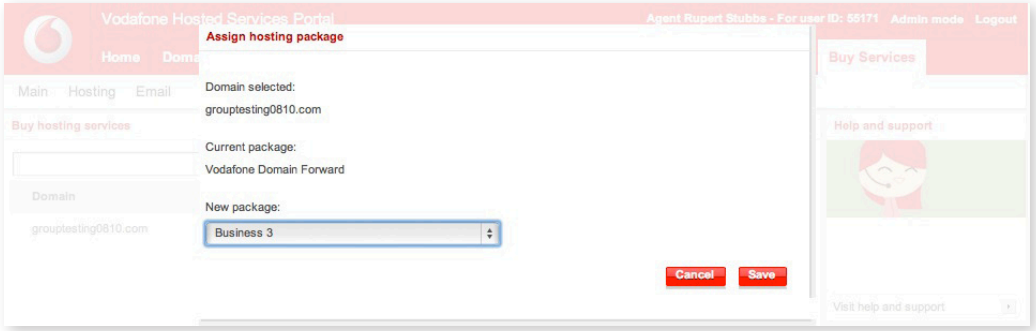
Assigning your domain

First, log in to your account in Vodafone Hosted Services.

- click on the Buy Services tab, then click on the Hosting option
- select your domain (if you have more than one), then click Assign in the Action column
- in the pop-up window, choose the hosting package you want it to belong to in the New package drop-down menu, then click Save.

You can then do the same for any other domains you want to use.





dealing with domains

If you don't have domain name

If you don't have a domain name yet (ie. theyourbusinessname.com bit), then you can easily and cost-effectively choose and buy one through the Vodafone Hosted Services Domain services portal at the same time that you choose and buy your hosting and email packages.

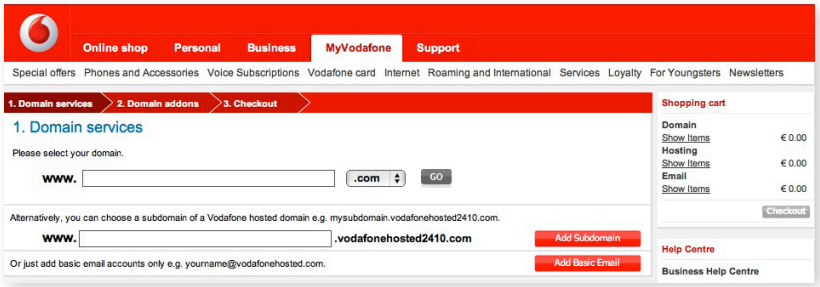
It can also take some time to setup or transfer a domain name, which is why you need to sort it out first. You can still start setting up your website, but you won't be able to set up email until the domain name is active.

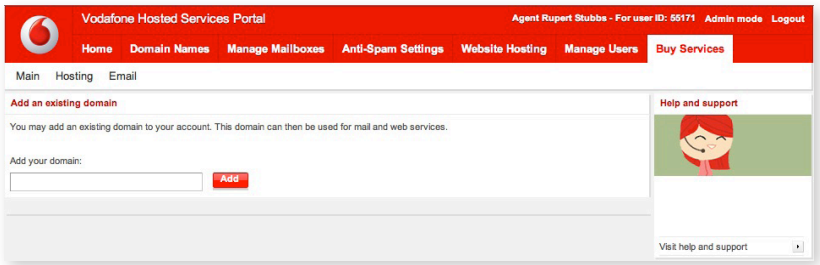
Because choosing and buying a new domain name is so crucial, please see the separate online Domain and email packages guide, which will take you through the process.

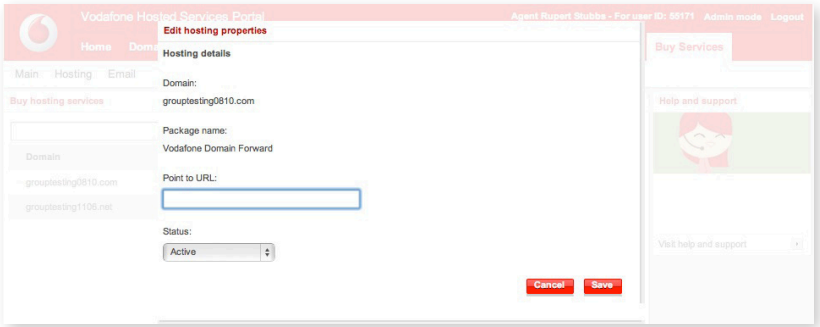
Transferring a domain name

If you already have a domain name that is hosted somewhere else, then you will have already been given the option to transfer it to Vodafone Hosted Services when you purchased your hosting package in the Domain services portal.

If you have other domain names that you want to transfer, you should do this through the Domain services portal.







Add an external domain name

If you have other domains that you would like to use email and web services with, you can leave a domain where it is, and create a link to it, called 'pointing'.

This means that you can start setting up your email and web services options straight away. However, it does mean that you will have to deal with another agency, and that Vodafone Hosted Services will not be able to guarantee your service if the external hosting agency has problems.

- log in to your account, and click on Buy Services
- add your domain name and suffix, then click on Add
- enter the full address of your domain, such as www.shoeshop.com, in Point to URL, then click Save.

managing your domains

Your domains should need very little attention once they're set up.

Manage domains

You can see all the domains that are hosted by Vodafone Hosted Services in one place.

- in the main portal, click on the Domain Names tab, then click Continue – this will open a new page
- click on Manage Domains.

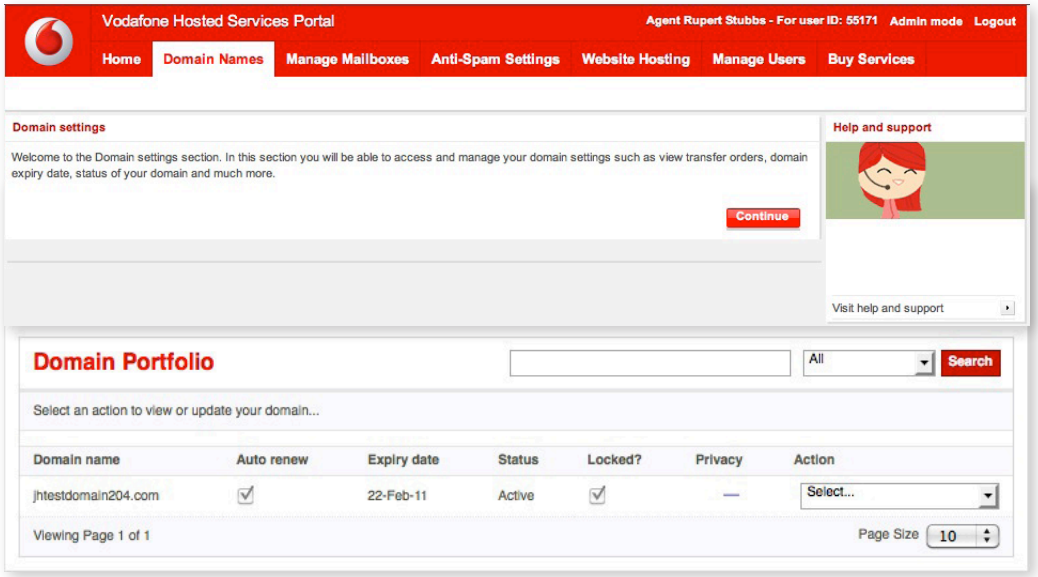
This shows you your portfolio of domains, as well as their status and expiry date.

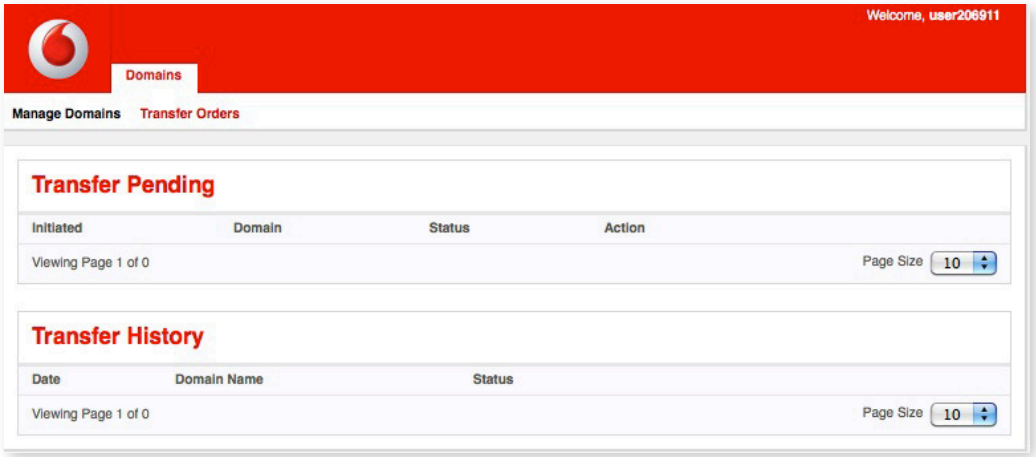
Select from the Action menu to modify the domain name's registrant and administrative contacts, name servers and authorisation codes.

Auto-renew is automatically turned on when a domain is registered.

Transfer orders

Click on the Transfer Orders tab in the Domain section, and you can see the progress of any domain name transfers, and your domain transfer history.





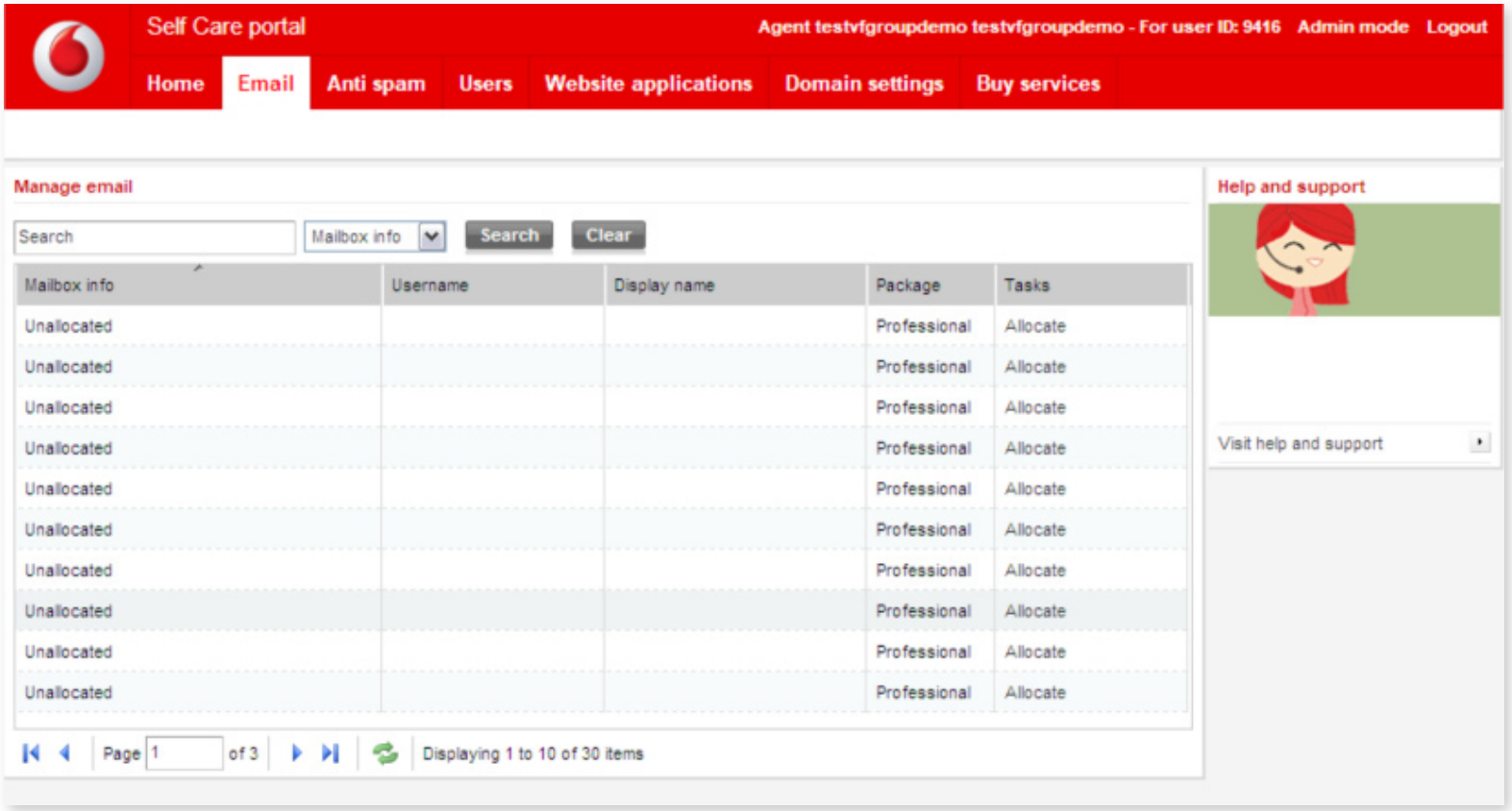
your email addresses

Once you have a domain name, and you know that it is now usable, you can set up and manage your users' email[1].

- to start, click on the Email tab in main portal
- at first you will see a series of 'Unallocated' mailboxes. These are empty mailboxes waiting to be allocated to users.

  These also show which type of email package you are signed up for – Basic or Professional. You can sign up for both types if you want some users to have more services available.

Note that, as the Account Owner, your own user details will already be set up, in the Users tab. The Account Owner can set-up email aliases from either the Users or Email sections.



[1] If you already using an email account, you should continue to use it until your new email service is up and running. Your old email provider should give you a grace period if needed.

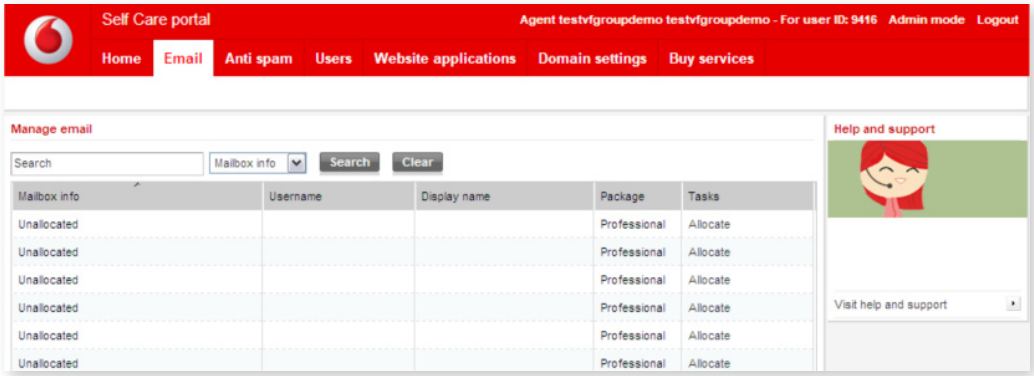
set up an email address

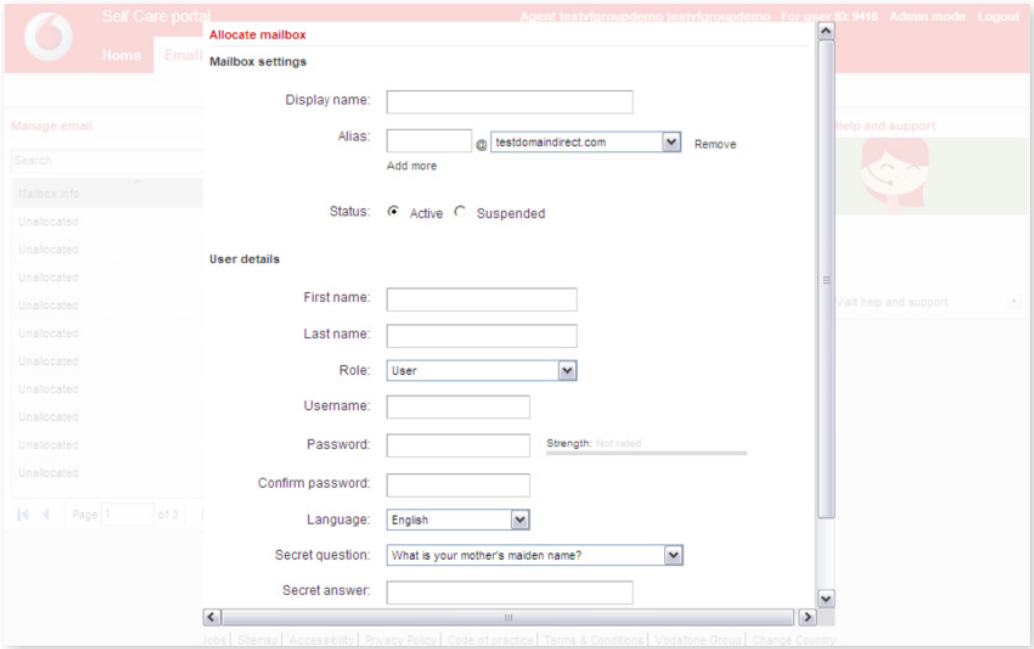
To give someone an email address, you need to allocate a mailbox for them.

- click on 'Allocate' in the Tasks column of an Unallocated mailbox.

Mailbox names

- add the email name for the user, both as their formal (Display) name and the alias (such as 'sales') that will appear in front of the @ symbol in their email address
- you can add more than one alias if you have the Professional package, so that emails sent to both sales@ and info@ (for example) arrive in the same mailbox.





User details

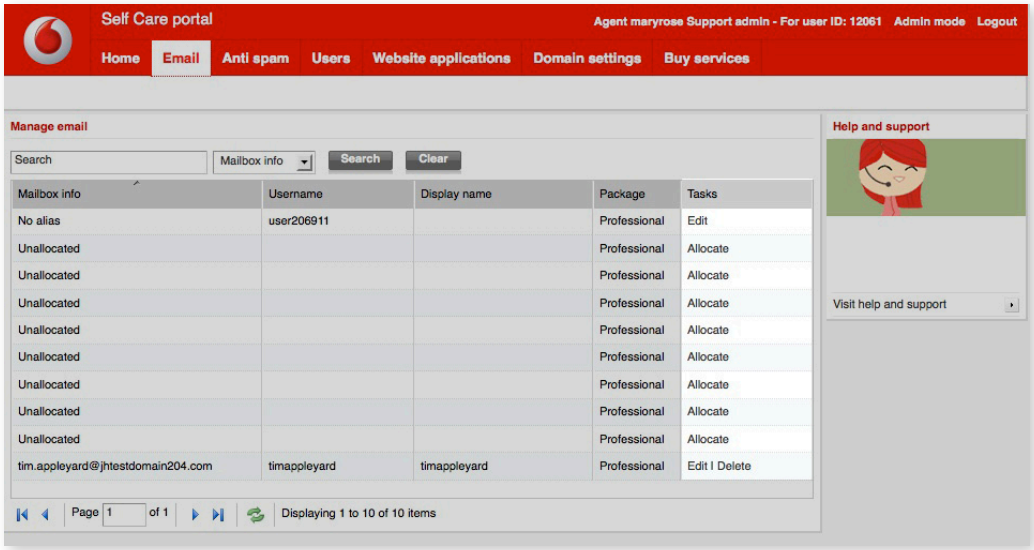
- Add the person's name, and choose their role. For most users, their role will be 'User'. Only choose 'Customer Admin' for administrators of the hosted services.
- keep a careful record of the user's password – you must choose a password that's at least 8 characters long, containing one uppercase character, one lowercase character, one number and one special character (like 'Password1%')
- each user must let you know their secret question and answer
- click on Save when you are finished.

When the user logs on for the first time they will be asked to choose a new password. It is then their responsibility to remember this password.

You can suspend a mailbox by changing its status to Suspended (for example, if someone has gone off on maternity leave).

The account owner is set up prior to you logging on. Account owner details can be edited but not deleted.

edit an email address



To change or delete a user's email details, simply click on Edit or Delete in the Tasks column.

- if you have many users, you can use the Search box to find them quickly, or just show a certain type of user
- once you have made changes, click on the Refresh icon to see them reflected in the mailbox list.

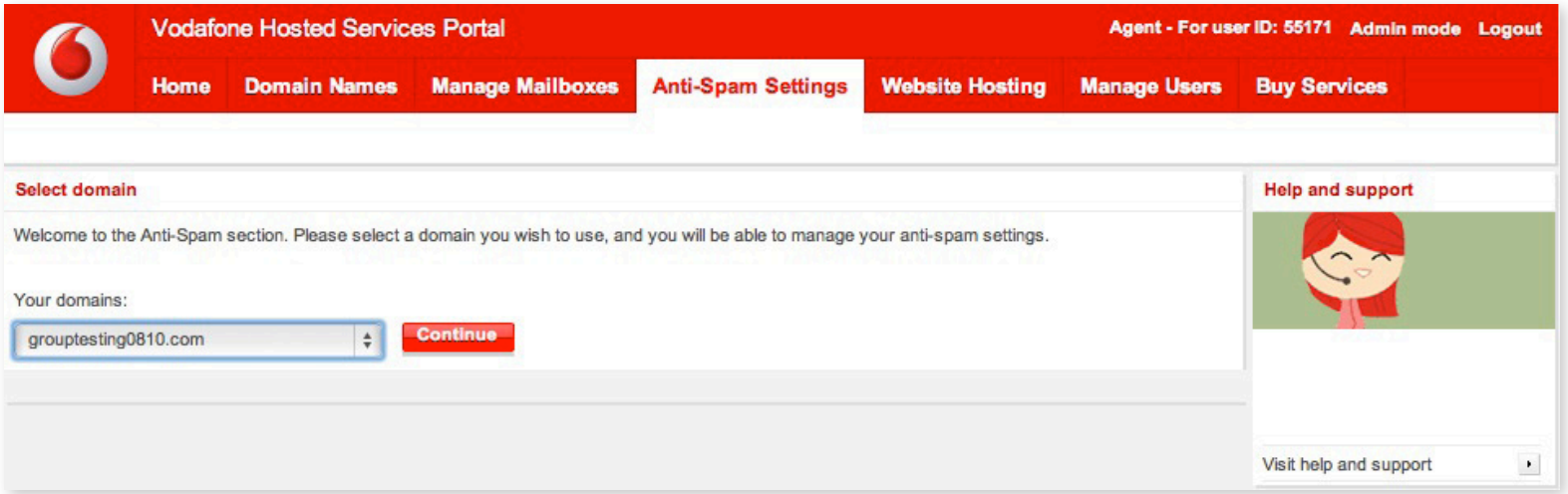
anti-spam

One of the great benefits of having more control over your email is being able to fine-tune the anti-spam controls compared to those used (if any) by your ISP.

Your domains will be automatically protected against spam at the recommended default settings. If you want to change the settings, it is best to wait until after you have all your users' email set up and working first.

This way you can see the scale of any spam problem, and will be able to judge how aggressive you need the anti-spam filter to be.

Please see the separate Dealing with spam online guide for information on changing the anti-spam settings.



using email

Once you have activated your account and set up yourself and your users using the Vodafone Hosted Services main portal, you can then let people know how to access their email.

Because the email mailbox is IMAP, anything that a user does in their mailbox will be updated everywhere, no matter which way they access it.

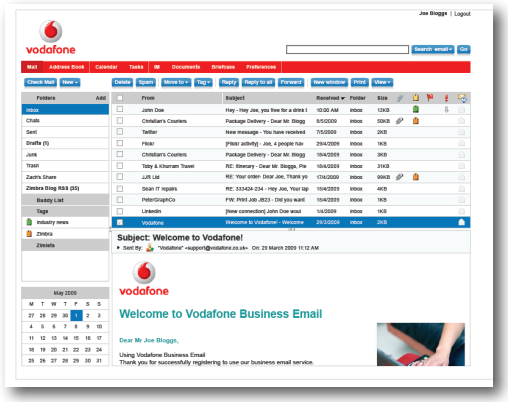
Please note that you can't access your email from inside the Vodafone Hosted Services portal.

- for a guide to accessing email, designed for distributing to your users, please see the separate Email help document.

Web Mail

Email can be accessed online, using our web browser tool

- go to the following link: www.vodafonehostedservices.com



This is the most flexible way of picking up email, as they can use it wherever they are in the world – all they need is their username and password.

Desktop Client

Users can view emails using the email client on their PC or Mac.

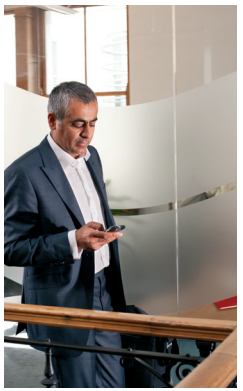
- see the separate Email guide for information on setting up most common desktop email clients.

This is the fastest way of using their email, as long as they're on their own PC or Mac. However it will need setting up carefully, and so may need to be done by the administrator.

Vodafone Mobile Email

If a user is on the Professional email package, they can access their email from a mobile phone.

- see the separate Email guide for information on setting up most common desktop email clients.



This lets people catch up with vital emails on their phone, and sort out things instantly (which makes your business look very responsive).

adding users

The Manage Users section is where you add and manage the users of your services.

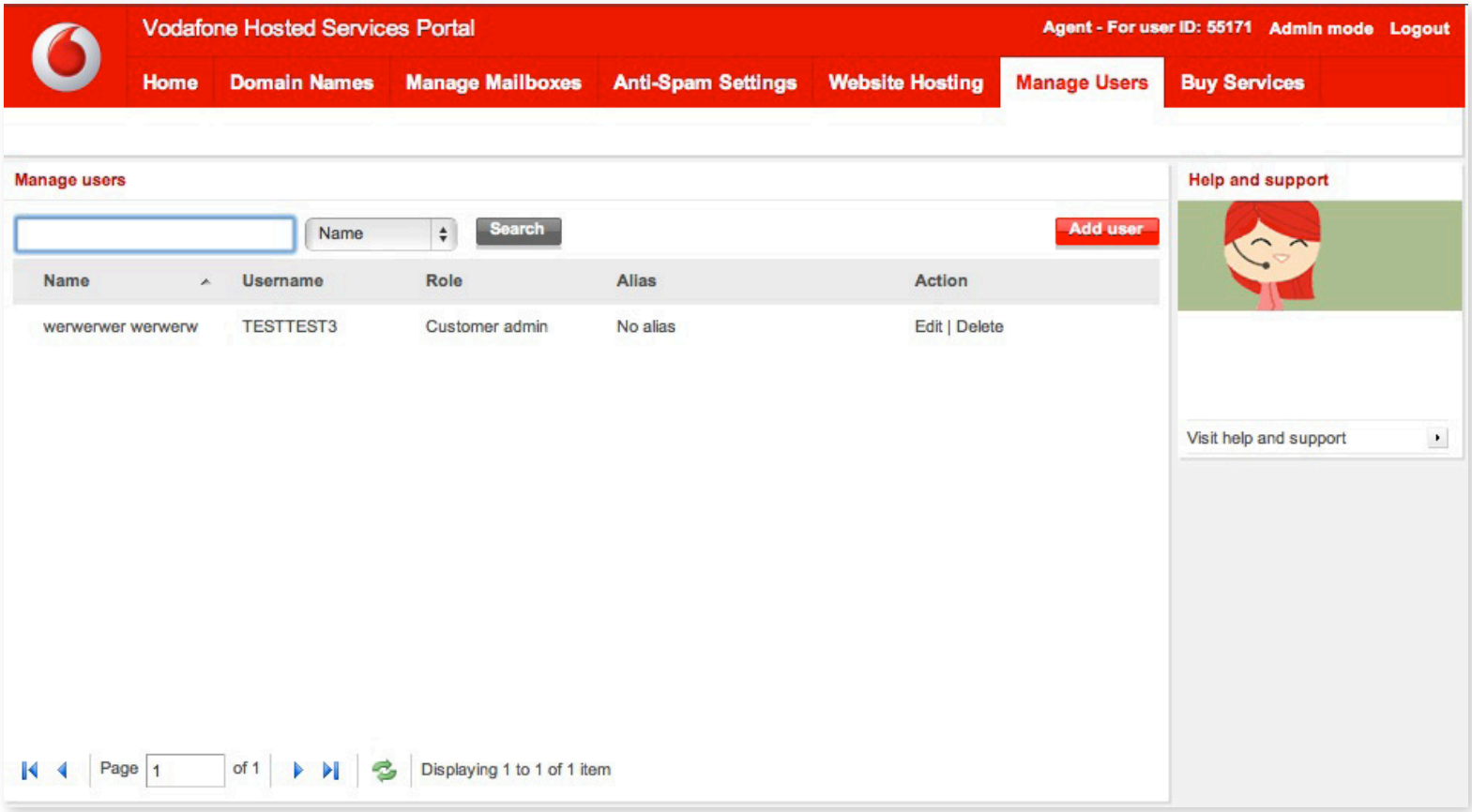
Normally you would add regular users when setting up mailboxes in the Manage Mailboxes section. The Manage Users section is useful when you want add a customer administrator – for example, an external person or agency needing to work on your website – but don't want to give them their own email addresses.

It is also where the account owner (which is likely to be you) has their details.

- click on the Manage Users tab in the main portal.

You can add or edit user details, in very much the same way as you did in when adding users to a mailbox.

- the account owner is set up prior to you logging on – account owner details can be edited but not deleted.



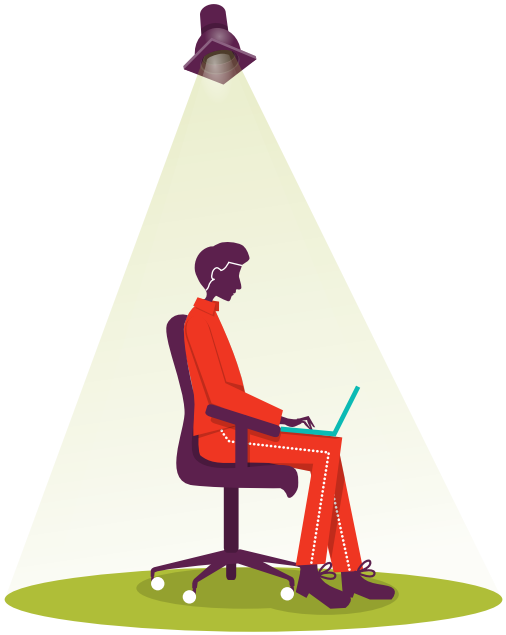
your website

Your website can be the most effective salesperson in your business. It will often be the first place people go to to find out more about what you do, so you need to make a good first impression.

Vodafone Hosted Services will help to make this as easy as possible. You don't need any web coding skills, or design experience – you start by choosing an existing template that suits your business, and then adapt it to make it all your own.

If you have a bit more experience, you can use your own tools and templates.

If you already have your own website you will need to transfer it to Vodafone Hosted Services, or leave it where it is and 'point' to it.



building a new website

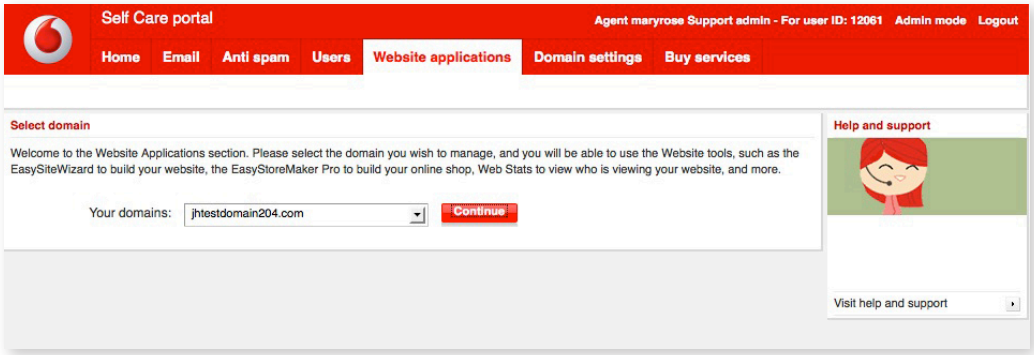
If you're just starting out and need your first website, Vodafone Hosted Services has a huge range of website templates that you can use, and helper programs (wizards) to get you up and running.

Before you start

You will need to have a few things prepared before you start. Mainly it's things like artwork for your company logo, any photos or illustrations that you want to include.

If you don't have everything you need yet, you can always put placeholder graphics in to show where they will go.

If your domain name hasn't been activated yet, you can still start work on building your website.


Self Care portal
Agent maryrose Support admin - For user ID: 12061
Admin mode
Logout
Home
Email
Anti spam
Users
Website applications
Domain settings
Buy services
Select domain
Welcome to the Website Applications section. Please select the domain you wish to manage, and you will be able to use the Website tools, such as the EasySiteWizard to build your website, the EasyStoreMaker Pro to build your online shop, Web Stats to view who is viewing your website, and more.
Your domains:
jhtestdomain204.com
Continue
Help and support
Visit help and support

Select your domain

To start building your website:

- click on the Website applications tab in the main portal
- select which of your domains you want to work on (if you are hosting more than one)
- click Continue.

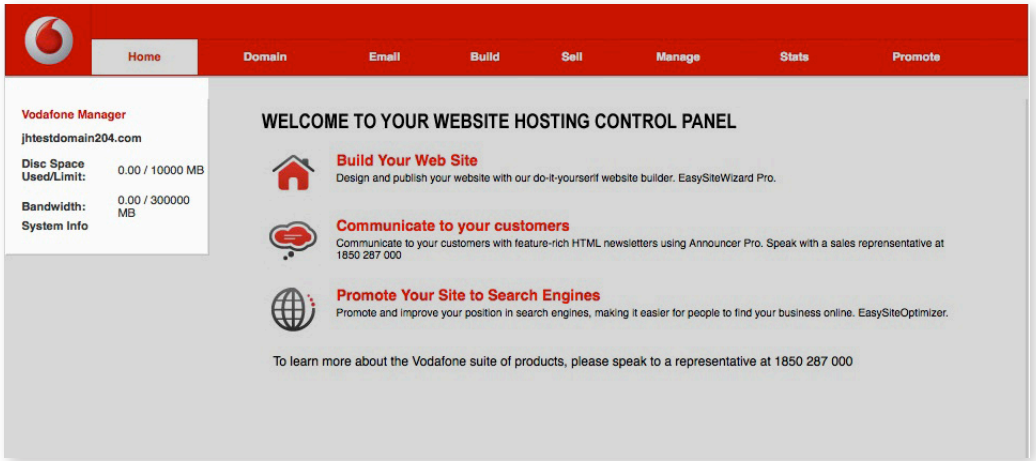
This takes you to the Website Hosting control panel.

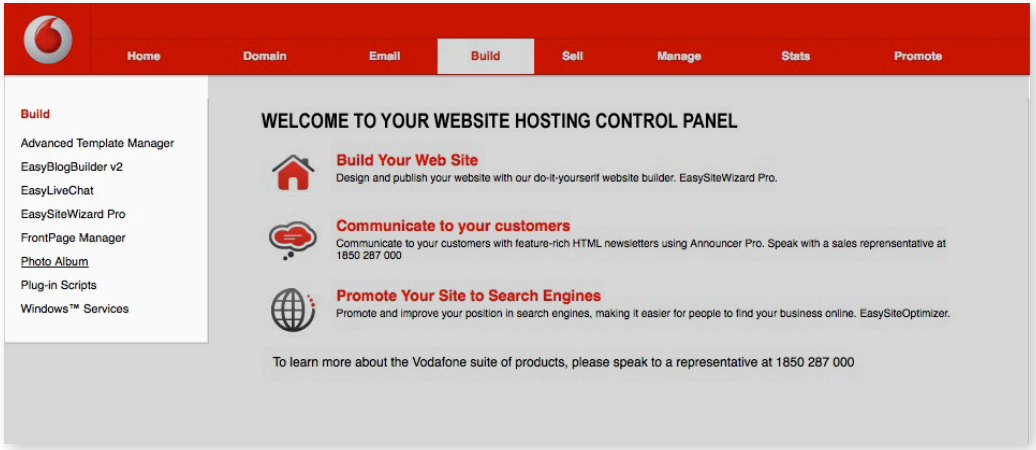
the website hosting control panel

The Website Hosting control panel

On left side, you'll be able how much disc space you have available, and how much bandwidth you've already used. This will help you work out if you need to move up to a higher-level hosting package.

If you click on the tabs at the top you'll then see (on the left) what web building tools you have available, depending on your hosting package.


Home
Domain
Email
Build
Sell
Manage
Stats
Promote
Vodafone Manager
jhtestdomain204.com
Disc Space Used/Limit:
0.00 / 10000 MB
Bandwidth:
0.00 / 300000 MB
System Info
WELCOME TO YOUR WEBSITE HOSTING CONTROL PANEL
Build Your Web Site
Design and publish your website with our do-it-yourself website builder. EasySiteWizard Pro.
Communicate to your customers
Communicate to your customers with feature-rich HTML newsletters using Announcer Pro. Speak with a sales reprensentative at 1850 287 000
Promote Your Site to Search Engines
Promote and improve your position in search engines, making it easier for people to find your business online. EasySiteOptimizer.
To learn more about the Vodafone suite of products, please speak to a representative at 1850 287 000


Home
Domain
Email
Build
Sell
Manage
Stats
Promote
Build
Advanced Template Manager
EasyBlogBuilder v2
EasyLiveChat
EasySiteWizard Pro
FrontPage Manager
Photo Album
Plug-in Scripts
Windows™ Services
WELCOME TO YOUR WEBSITE HOSTING CONTROL PANEL
Build Your Web Site
Design and publish your website with our do-it-yourself website builder. EasySiteWizard Pro.
Communicate to your customers
Communicate to your customers with feature-rich HTML newsletters using Announcer Pro. Speak with a sales reprensentative at 1850 287 000
Promote Your Site to Search Engines
Promote and improve your position in search engines, making it easier for people to find your business online. EasySiteOptimizer.
To learn more about the Vodafone suite of products, please speak to a representative at 1850 287 000

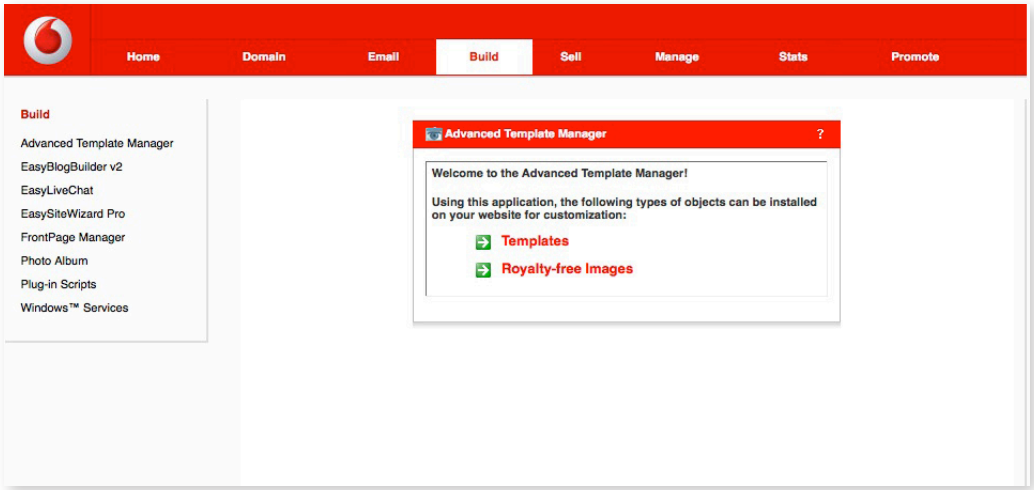
advanced website tools

Advanced templates

If you have one of the more advanced hosting packages, you can also work with more advanced templates.

These tend to assume some experience in website design, and are more suitable for companies that want more control and customisation over their website.

These templates are designed to work with existing HTML editors and website building software such as Macromedia Dreamweaver, Microsoft FrontPage and Adobe Photoshop.



- in the Website Hosting control panel. click on the 'Build' tab
- click on Advanced Template Manager.

You then have the choice of working with templates or free images. Whichever you choose will open up the application in a new window.

- see the PDF guides included in the Advanced Template Manager section for more details in how to use it.

more advanced website tools

Once you've built your site, or if you have an existing website that you'd like to update, Vodafone Hosted Services has a wide range of tools to help improve it, including tools for e-marketing and blogging.

The availability of these tools depends on the level of hosting package you have.

Design tools

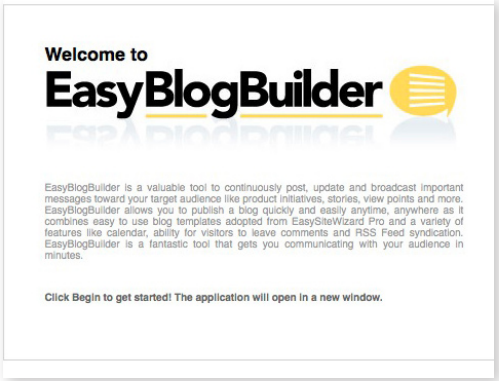
These are found in the Build tab in the Website Hosting control panel:

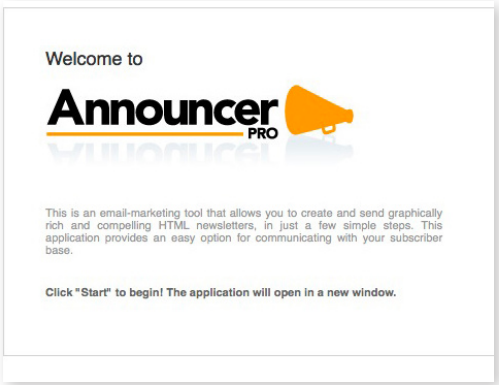
PhotoAlbum

Photo Album makes it easy for users of any level to set up an online photo gallery. Administered through a simple and easy-to-navigate interface, users can create and publish individual albums of specific events, linking to album from their core website or promoting individual album addresses.

FrontPage Manager

FrontPage Manager is a powerful program that allows you to create, design and manage the ideal website for you. Compatible with other Microsoft applications, FrontPage has a huge range of features and allows efficient collaboration and sharing of documents and content with other team members.


Welcome to
EasyBlogBuilder
EasyBlogBuilder is a valuable tool to continuously post, update and broadcast important messages toward your target audience like product initiatives, stories, view points and more. EasyBlogBuilder allows you to publish a blog quickly and easily anytime, anywhere as it combines easy to use blog templates adopted from EasySiteWizard Pro and a variety of features like calendar, ability for visitors to leave comments and RSS Feed syndication. EasyBlogBuilder is a fantastic tool that gets you communicating with your audience in minutes.
Click Begin to get started! The application will open in a new window.


Welcome to
Announcer PRO
This is an email-marketing tool that allows you to create and send graphically rich and compelling HTML newsletters, in just a few simple steps. This application provides an easy option for communicating with your subscriber base.
Click "Start" to begin! The application will open in a new window.

eMarketing tools

These are found in the Promote tab in the Website Hosting control panel:

Announcer Pro

Announcer Pro makes it easy to create compelling email newsletters and manage regular communication with your customers. Powerful design tools utilize HTML code, often used for website development, to create compelling emails that have the graphical flexibility of a web page.

EasyBlogBuilder

EasyBlogBuilder 2.0 is a web-based blogging journal powered by a self-publishing tool that enables the author to regularly and easily update and create new content. The blog consists of posts by authorized users and commentary from blog visitors. The number one criteria for blogging success is useful and fresh content, clean design and personality.

EasySiteOptimiser

EasySiteOptimizer is an advanced-user tool to optimize sites for search engines. The intelligent browser-based application offers a suite of tools to select keywords for index pages, analyze site content and layout, and submit pages to today's popular search engines.

EasyLiveChat

EasyLiveChat allows users to set up online chatting to handle services such as technical support and general inquiries. Up to four chat agents can be set up, and each agent may handle up to four chat sessions simultaneously.

more advanced website tools

eCommerce tools

These are found in the Sell tab in the Website Hosting control panel:

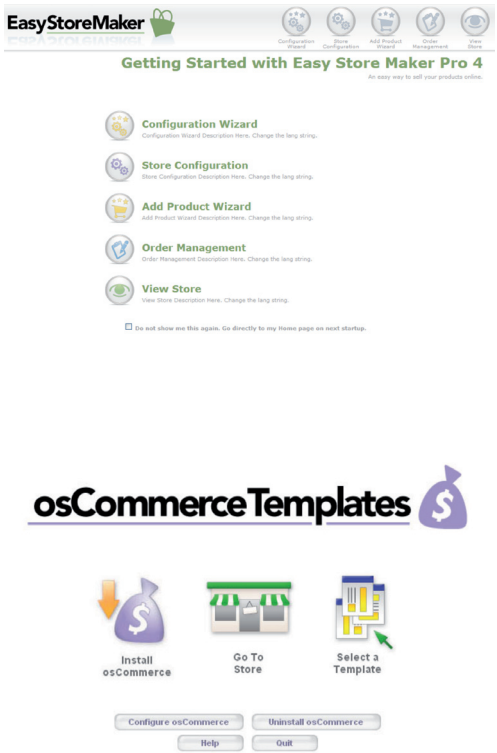
EasyStoreMaker Pro

EasyStoreMaker Pro allows users to set up a full-featured store on their website that accepts credit card orders. The user does not need any programming or e-commerce experience to create a store.

EasyStoreMaker Pro features professional store templates, supports a variety of payment gateways, auto messaging, multiple product uploading, product showcasing, local tax calculation, shipping and handling fee calculations and offers a secure page to view all online orders.

osCommerce Templates

This product features a gallery of professionally designed templates for online stores built using the popular osCommerce application. The suite of support apps also includes a built-in osCommerce installation wizard along with a tool that automatically configures the user's MYSQL database for use with their store.



Website management tools

These are found in the Manage tab in the Website Hosting control panel:

SSL Manager

The SSL Manager application helps users set up SSL security for their website. This application will allow users to choose between using our generic SSL certificate, or creating one of their own.

FTP Manager

FTP is a communications protocol that allows for easy, efficient, and accurate transfer of files from computer to computer across a network or, in this case, from an end user's computer across the Internet to a webserver. FTP manager is a function that allows users to control access to Directory-specific FTP and Anonymous FTP.

Database Manager

The Database Manager is a web-based MySQL client that allows users to create and manipulate a maximum of two MySQL databases. If a user requires more than two databases then they may utilize a different type of database such as: MS Access or MS SQL.

upgrading your hosting package

And if you find you need more capacity, features or tools, you can simply and cost-efficiently migrate to a more powerful package. So your website can grow as your business does.

More web space

If your website needs to grow, you can easily mover to a larger capacity package.

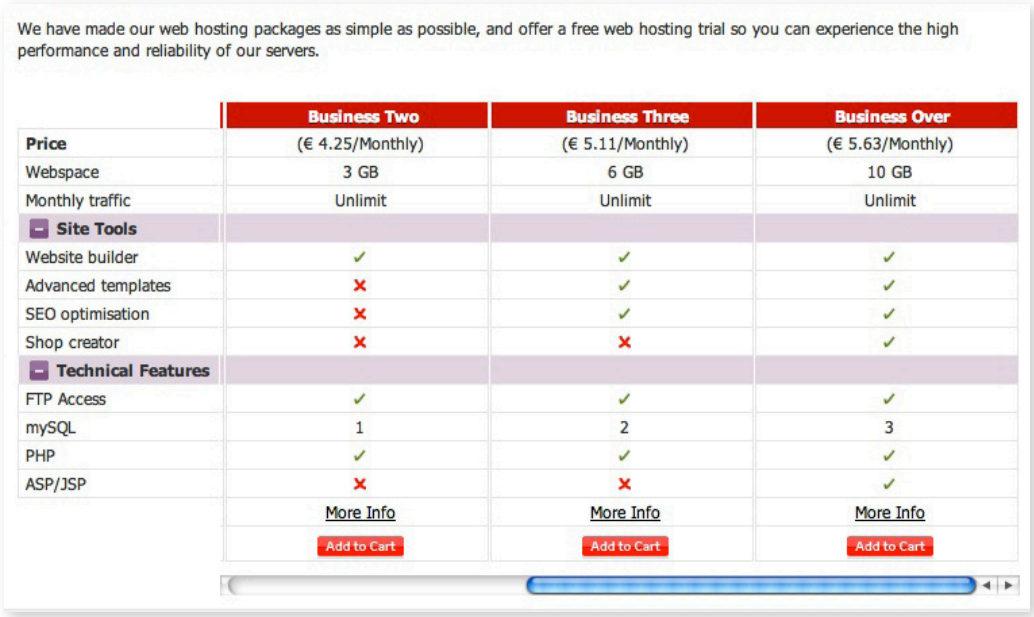
This will let you add more pages, as well as storing more online material like images, videos and PDFs.

More site tools

The Website builder is more than capable of creating a professional website.

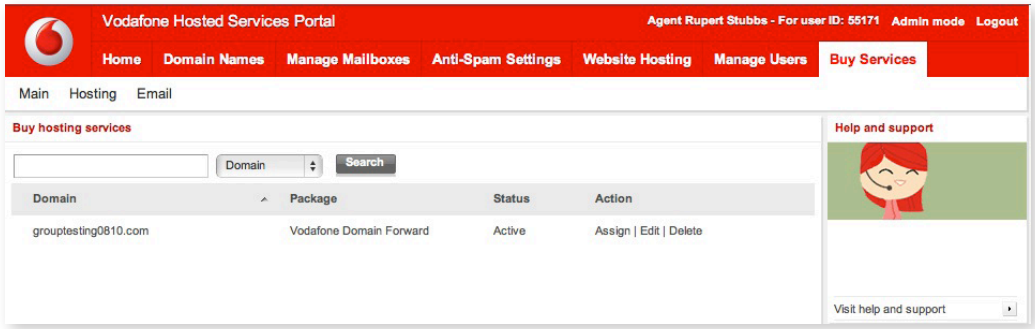
However, for a more sophisticated website there are other tools you may need:
See the Website tools section for more information on specific Site tools.

- Advanced templates help with eMarketing and blogging
- SEO optimisation helps increase the chances of your website appearing near the top of the list in web searches
- Shop creator helps you create your own on-site store.



We have made our web hosting packages as simple as possible, and offer a free web hosting trial so you can experience the high performance and reliability of our servers.

	Business Two	Business Three	Business Over
Price	(€ 4.25/Monthly)	(€ 5.11/Monthly)	(€ 5.63/Monthly)
Webspace	3 GB	6 GB	10 GB
Monthly traffic	Unlimit	Unlimit	Unlimit
Site Tools			
Website builder	✓	✓	✓
Advanced templates	✗	✓	✓
SEO optimisation	✗	✓	✓
Shop creator	✗	✗	✓
Technical Features			
FTP Access	✓	✓	✓
mySQL	1	2	3
PHP	✓	✓	✓
ASP/JSP	✗	✗	✓
	More Info	More Info	More Info
	Add to Cart	Add to Cart	Add to Cart



More advanced technical features

These allow greater control and administration.

If you have a web administrator or technical advisor, they should be able to suggest which features you need.

Change your hosting package

You can change your hosting and email packages in the Vodafone Hosted Services main portal.

- log in to your account and click on the Buy Services tab
- click Change for the specific Hosting package that you wish to upgrade or downgrade
- your current Hosting package will be highlighted; select an alternative from the available list
- click Save to change your Hosting package.

upgrading an email package

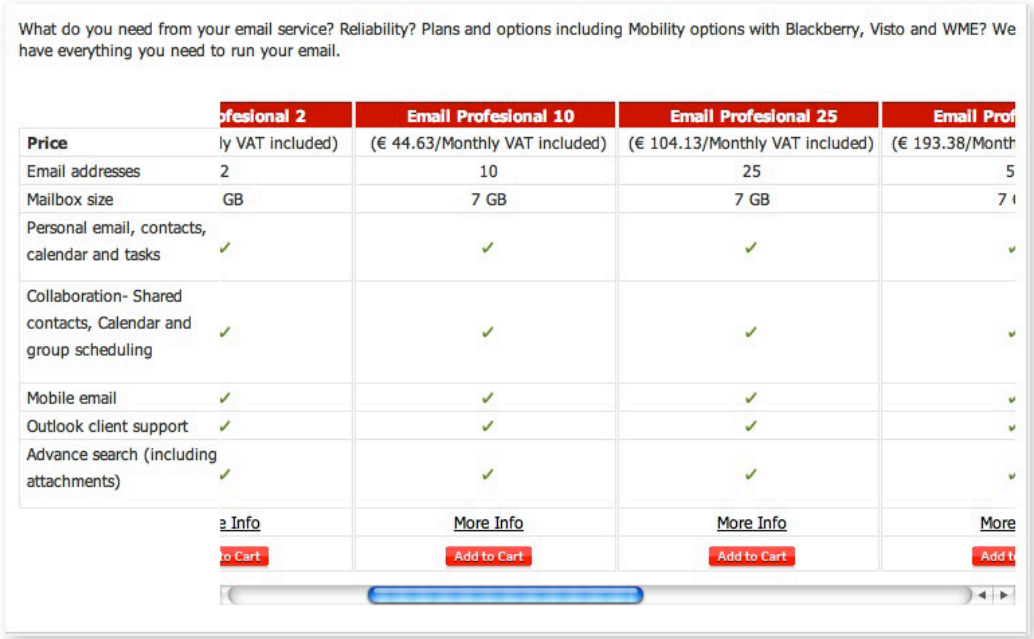
If you're finding that some users – or your whole business – need more powerful email, then you can change your packages whenever you like.

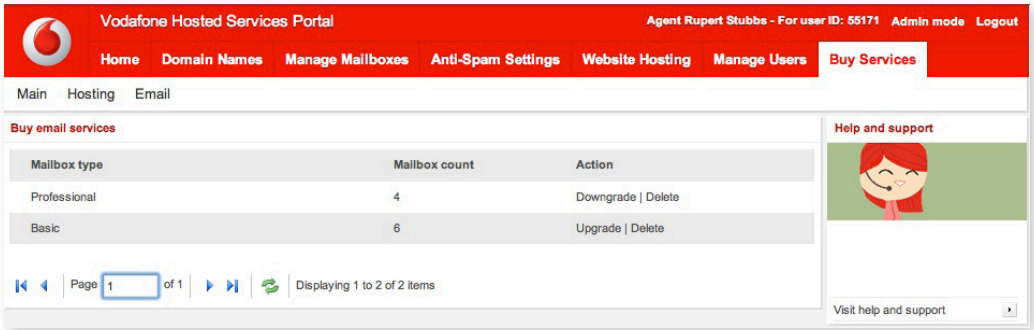
The main difference between the email packages is that Professional email has Microsoft® Outlook® client support, as well as sophisticated mobile email.

- even larger mailbox size
- collaboration with shared contacts, and calendar and group scheduling
- more advanced search options.

Change your email package

- log in to your account in the Vodafone Hosted Services main portal, and click on the Buy Services tab
- click on Email, and select Upgrade or Downgrade in the Action column.


What do you need from your email service? Reliability? Plans and options including Mobility options with Blackberry, Visto and WME? We have everything you need to run your email.
Email Profesional 10
Email Profesional 25
Price
(€ 44.63/Monthly VAT included)
(€ 104.13/Monthly VAT included)
Email addresses
10
25
Mailbox size
7 GB
7 GB
Personal email, contacts, calendar and tasks
Collaboration- Shared contacts, Calendar and group scheduling
Mobile email
Outlook client support
Advance search (including attachments)
More Info
More Info
Add to Cart
Add to Cart



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